

**PINEAPPLE**  
**UPSIDE DOWN**  
isn't just a cake...

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## **ADELE REID**

Manager, Administrative &  
Branch Services

## **PHILIP WASLEY**

Branch Services Coordinator

## **SANDRA MICELI**

Library Assistant

## **TERESA McCRIMMON**

Library Assistant



**PINEAPPLE**  
**UPSIDE DOWN**  
isn't just a cake...

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# How to turn your library system **UPSIDE DOWN** ...



1. The Ingredients
2. The Recipe
3. Preheat Oven
4. Bake for 1 Hour
5. Let Cool

and come out **ON TOP!**

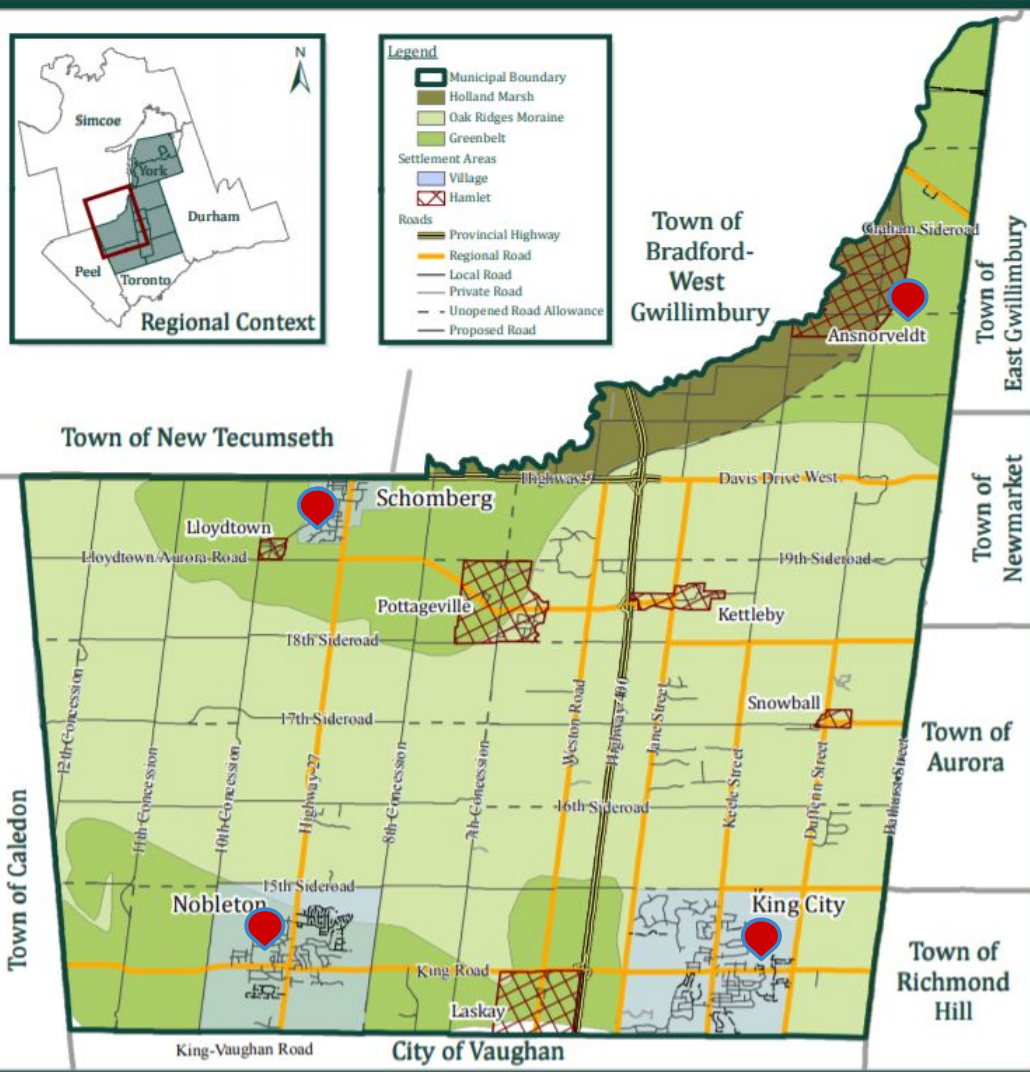
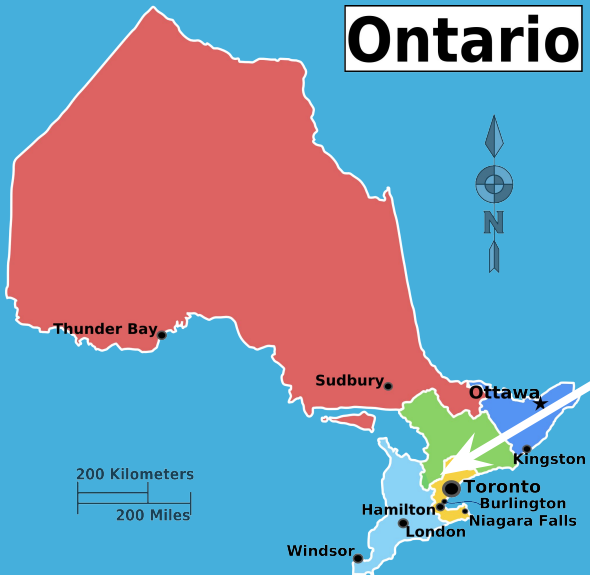
1.

# THE INGREDIENTS

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# Ontario





# 4

Branches serving a township population 27,000+



# 9,200+

Active users



# 94,000+

In person visits





## Library Information

### **Ansnorveldt** **905-775-8717**

#### **Hours**

Tuesday 10am-3pm  
Thursday 4pm-8pm  
Saturday 10am-3pm

Closed Monday, Wednesday, Friday, Sunday

### **Nobleton** **905-859-4188**

#### **Hours**

Monday 10am-2pm  
Tuesday-Friday 2pm-8pm  
Saturday 10am-5pm  
Closed Sunday

### **King City** **905-833-5101**

#### **Hours**

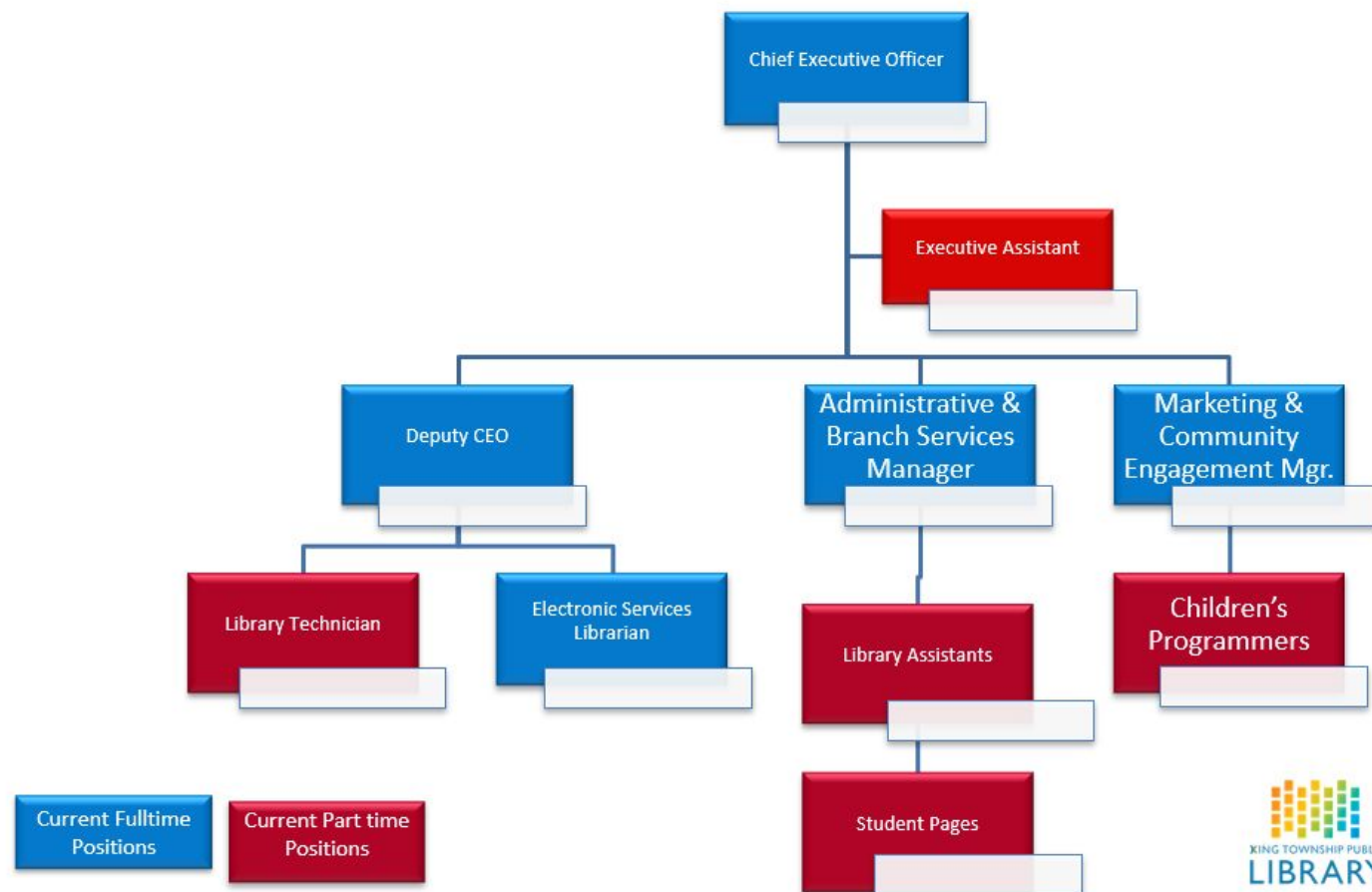
Monday - Friday 10am-8pm  
Saturday 10am-5pm  
Sunday 1pm-4pm (Oct-May)

### **Schomberg** **905-939-2102**

#### **Hours**

Monday 4pm-8pm  
Tuesday 2pm-8pm  
Wednesday 10am-8pm  
Thursday, Friday 2pm-8pm  
Saturday 10am-5pm  
Sunday 1pm-4pm (Oct-May)

# King Township Public Library 2016 Organizational Chart







# Evolving Services





# In 2016....

- ◆ Growing/changing community
- ◆ Logistics of 4 branch system
- ◆ Lean organization
- ◆ Long serving front-line staff
- ◆ Growth of digital services, non-traditional collection and community outreach
- ◆ Central branch about to close for expansion

# CONCERNS



2.

# THE RECIPE

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1. **System Approach**
2. **Excellent Customer Service**
3. **Optimize Scheduling**
4. **Eliminate band-aid approaches**

# RECIPE



- Eliminate silo approach
- Supervision
- Review/amend processes
- Training
- Rein in expectations vs accommodations
- Scheduling: coverage model and tools

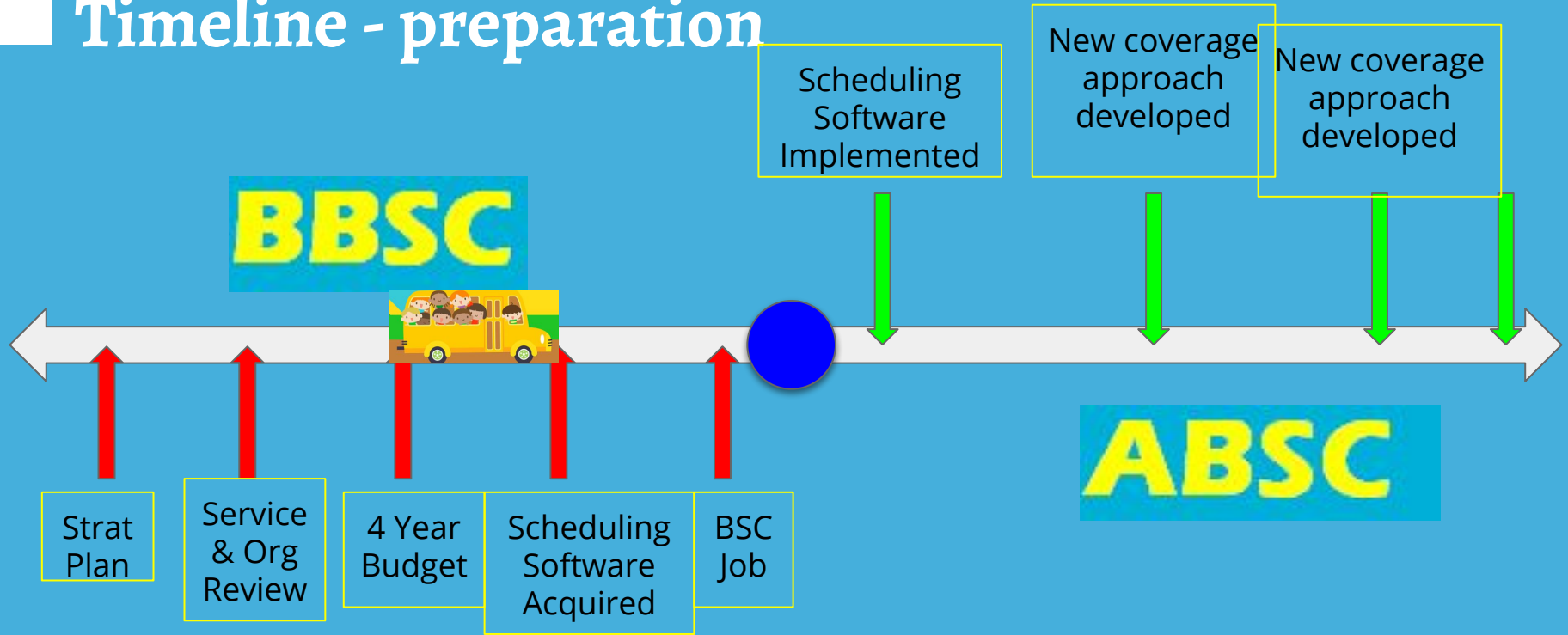


3.

**PREHEAT OVEN**

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# Timeline - preparation



# ■ Before Branch Services Coordinator

- Strategic Plan





## Community Destination

The Library will be a destination of choice for the community offering comfortable, vibrant and creative spaces which are fully accessible.

### What we will do:

- develop a Facilities Master Plan focused on transforming library spaces for learning, discovery and relaxation;
- ensure our capital initiatives incorporate green principles and a fundraising strategy;
- continue to align ourselves with King's sustainability philosophy and continue to incorporate sustainable practices into ongoing operations.

## Strengthened Services

The Library will revitalize its collections, programs and services in response to the evolving needs of our growing community.

### What we will do:

- revitalize collections, programs and services to strengthen literacy, express creativity and explore culture;
- launch an organizational review to optimize staffing levels and roles and ensure that the necessary continuing education opportunities are in place to support staff development;
- implement a public consultation process as part of an evaluation of current services, with the intent of optimizing our service delivery model.



## Innovation and Connections

The Library will continue to foster a dynamic culture of innovation, employing existing and emerging technologies to connect our users to both the world within and beyond our walls.

### What we will do:

- update the current Technology Plan and maintain the Library's leadership role as a technologically innovative organization;
- redesign and enhance the Library's website to improve function and appeal;
- improve connectivity with commercial broadband upgrades in order to increase capacity and optimize all facets of service.

## Elevated Profile

The Library will be recognized and valued as an essential service by community stakeholders and residents.

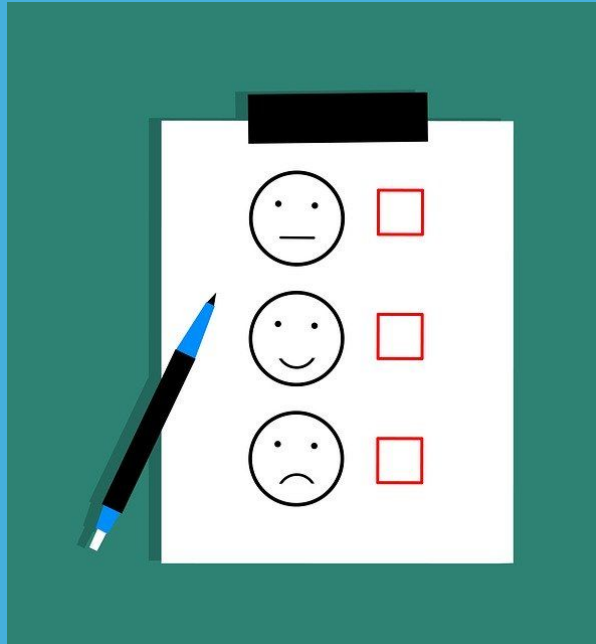
### What we will do:

- create a comprehensive Marketing Plan that will include a strategy for more effective promotion of collections, programs and services;
- nurture existing partnerships and cultivate new ones to maximize outreach opportunities to existing and new residents and encourage community engagement;
- rebrand the Library to reflect the progressive and innovative nature of 21st century service



# Before Branch Services Coordinator

- Strategic Plan
- **2016 Service & Organization Review**



# Before Branch Services Coordinator

- Strategic Plan
- 2016 Service & Organization Review
- **Attrition not filled**





# ■ Before Branch Services Coordinator

- Strategic Plan
- 2016 Service & Organization Review
- Attrition not filled
- **Staff Development Day - the Bus Trip**



# ■ Before Branch Services Coordinator

- 2013 - 2016 Strategic Plan
- 2016 Service & Organization Review
- Attrition not filled
- Staff Development Day - the Bus Trip
- **Sourced cloud-based scheduling software**

# ■ Before Branch Services Coordinator

- Strategic Plan
- 2016 Service & Organization Review
- Attrition not filled
- Staff Development Day - the Bus Trip
- Sourced cloud-based scheduling software
- **Branch Service Coordinator**

## ■ After Branch Services Coordinator

- Implement scheduling software
- Development - new coverage model
  - Min 4 hr, average 5 hour
  - Multiple branch coverage all staff
- Surveyed staff for new shift rotations
- Several circulation procedural changes

# SCHEDULING





# CURRENT TOURS →

KC	SCH	NOB	ANS
57	40	36	14

KC  
57  
+ 3  
SUN

SCH  
40  
+ 3  
SUN

NOB  
36

ANS  
14

SUN

1 HOUR

	KC	SCH
1-2	1	1
2-3	1	1
3-4	1	1

= prog. 3-4

	MONDAY				TUESDAY				WEDNESDAY				THURSDAY				FRIDAY				SATURDAY			
	KC	NOB	SCH	ANS	KC	NOB	SCH	ANS	KC	NOB	SCH	ANS	KC	NOB	SCH	ANS	KC	NOB	SCH	ANS	KC	NOB	SCH	ANS
9:00-10:00																								
10:00-11:00	1																							
11:00-12:00	1																							
12:00-1:00																								
1:00-2:00																								
2:00-3:00																								
3:00-4:00																								
4:00-5:00																								
5:00-6:00																								
6:00-7:00																								
7:00-8:00																								

# MORE SCHEDULING

# ■ Staff Survey Results

Will you be expressing an interest for a shift rotation?	My FIRST choice is:	My SECOND choice is:	My THIRD choice is:
No, I would like to be a float for 2019.			
Yes, I am ready to express interest for working a regular shift in 2019.	SHIFT F	SHIFT H	SHIFT D
Yes, I am ready to express interest for working a regular shift in 2019.	SHIFT C	SHIFT H	SHIFT B
Yes, I am ready to express interest for working a regular shift in 2019.	SHIFT F	SHIFT G	SHIFT C
Yes, I am ready to express interest for working a regular shift in 2019.	SHIFT I	SHIFT G	SHIFT C
No, I would like to be a float for 2019.			
No, I would like to be a float for 2019.			
No, I would like to be a float for 2019.			
Yes, I am ready to express interest for working a regular shift in 2019.	SHIFT C	SHIFT F	SHIFT F
Yes, I am ready to express interest for working a regular shift in 2019.	SHIFT C	SHIFT F	SHIFT F

**Launched February 4, 2019**

**HAPPY ANNIVERSARY!**





# From this...

SUN 29	MON 30	TUE 31	WED Nov 1	THU 2	FRI 3	SAT 4
	<ul style="list-style-type: none"> <li>9am Kim 10-5</li> <li>4pm Sandra M Rebecca 5-</li> </ul>	<ul style="list-style-type: none"> <li>8am Rona @ Twp</li> <li>9am Rebecca 10-5</li> </ul> <b>2 more</b>	<ul style="list-style-type: none"> <li>9am Peggy 10-5</li> <li>9am Sandra W 10-12</li> <li>4pm Kalli 12-2, 5-8</li> </ul>	<ul style="list-style-type: none"> <li>9 Kelley @ Twp</li> <li>9am Sandra M 10-5</li> </ul> <b>2 more</b>	<ul style="list-style-type: none"> <li>9am Domenica 10-12</li> <li>11am Gillian 12-8</li> </ul>	<ul style="list-style-type: none"> <li>9am Sandra M 10-5</li> </ul>
5	6	7	8	9	10	11
	<ul style="list-style-type: none"> <li>10am Kim 10-5</li> <li>5pm Sandra M Rebecca 5-</li> </ul>	<ul style="list-style-type: none"> <li>10am Rebecca 10-5</li> <li>12pm Sandra M 12-5</li> <li>5pm Sandra W 5-8</li> </ul>	<ul style="list-style-type: none"> <li>9am Rona at Twp</li> <li>10am Peggy 10-5</li> </ul> <b>3 more</b>	<ul style="list-style-type: none"> <li>9 Kelley @ Twp</li> <li>10am Sandra M 10-5</li> </ul> <b>3 more</b>	<ul style="list-style-type: none"> <li>10am Domenica 10-12</li> <li>12pm Sandra M 12-8</li> </ul>	<ul style="list-style-type: none"> <li>10am Domenica 10-5</li> </ul>
12	13	14	15	16	17	18
	<ul style="list-style-type: none"> <li>10am Kim 10-5</li> <li>5pm Sandra M Rebecca 5-</li> </ul>	<ul style="list-style-type: none"> <li>9am Rona @ Twp</li> <li>10am Rebecca 10-5</li> </ul> <b>3 more</b>	<ul style="list-style-type: none"> <li>10am Peggy 10-5</li> <li>10am Sandra W 10-12</li> <li>5pm Kalli 12-2, 5-8</li> </ul>	<ul style="list-style-type: none"> <li>9 Kelley @ Twp</li> <li>10am Sandra M 10-5</li> </ul> <b>3 more</b>	<ul style="list-style-type: none"> <li>10am Domenica 10-12</li> <li>12pm Gillian 12-8</li> </ul>	<ul style="list-style-type: none"> <li>10am Sandra W 10-5</li> <li>11am Leonette Clothing</li> </ul>
19	20	21	22	23	24	25
	<ul style="list-style-type: none"> <li>10am Kim 10-5</li> <li>5pm Sandra M Rebecca 5-</li> </ul>	<ul style="list-style-type: none"> <li>10am Rebecca 10-5</li> <li>12pm Sandra M 12-5</li> </ul>	<ul style="list-style-type: none"> <li>9am Rona at Twp</li> <li>10am Peggy 10-5</li> </ul>	<ul style="list-style-type: none"> <li>9 Kelley @ Twp</li> <li>10am Sandra M 10-5</li> </ul>	<ul style="list-style-type: none"> <li>10am Domenica 10-12</li> <li>12pm Sandra M 12-8</li> </ul>	<ul style="list-style-type: none"> <li>10am Rebecca 10-5</li> </ul>

# ...to this.

Dayforce

Employee Timesheet

January 25 - February 7, 2020

Current

Load Save Refresh Options Undo Redo Authorize Unauthorize Recalculate

Pay Problems Balances Audits Punches Favorite Sets

Thursday, Jan 30	Friday, Jan 31	Saturday, Feb 1	Sunday, Feb 2	Monday, Feb 3	Tuesday, Feb 4	Wednesday, Feb 5	Thursday, Feb 6	Friday, Feb 7	Total
	<div>Scheduled</div> <div>Nobleton - Library Assistant</div> <div>2:00 PM - 8:00 PM</div> <div>4:00 PM - 4:30 PM</div>			<div>Scheduled</div> <div>Schomberg - Library Assista...</div> <div>4:00 PM - 8:00 PM</div>		<div>Scheduled</div> <div>Schomberg - Library Assista...</div> <div>9:00 AM - 2:00 PM</div>		<div>Scheduled</div> <div>KingCity - Library Assistant</div> <div>10:00 AM - 3:00 PM</div>	19.50
0.00	5.50	0.00	0.00	4.00	0.00	5.00	0.00	5.00	19.50

4.

**BAKE FOR 1 HOUR**

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**Nailed it**

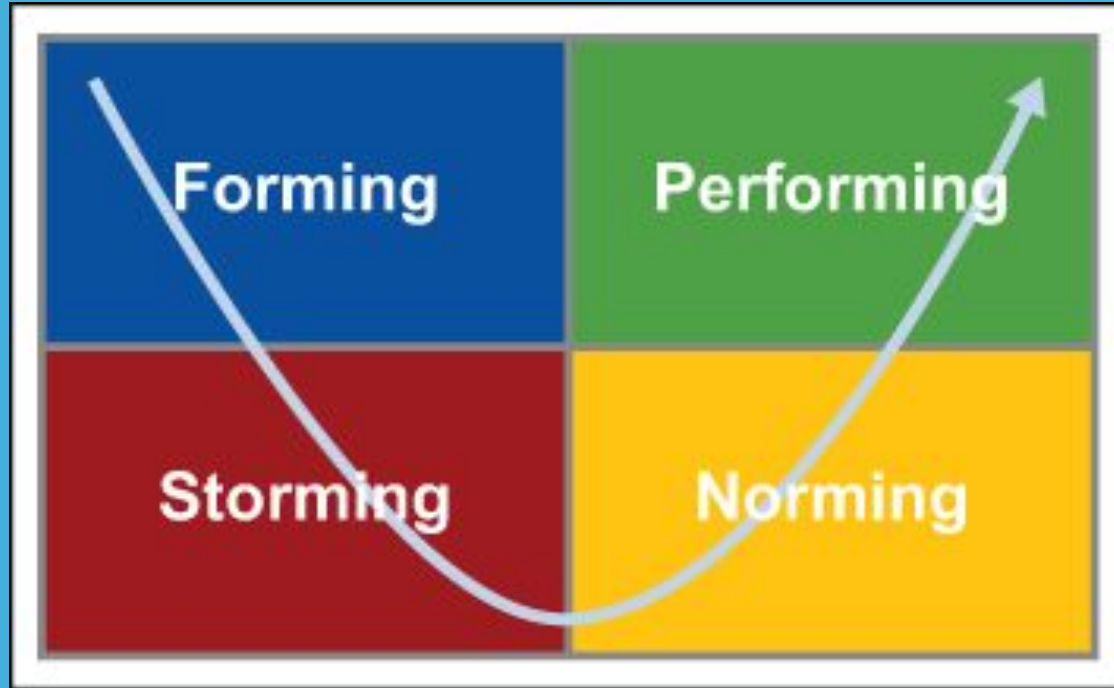


## ■ What did it look like?

- Adapting to schedule
- Strong patron feedback
- Staff frustrated with inconsistencies

## ■ How did it taste?

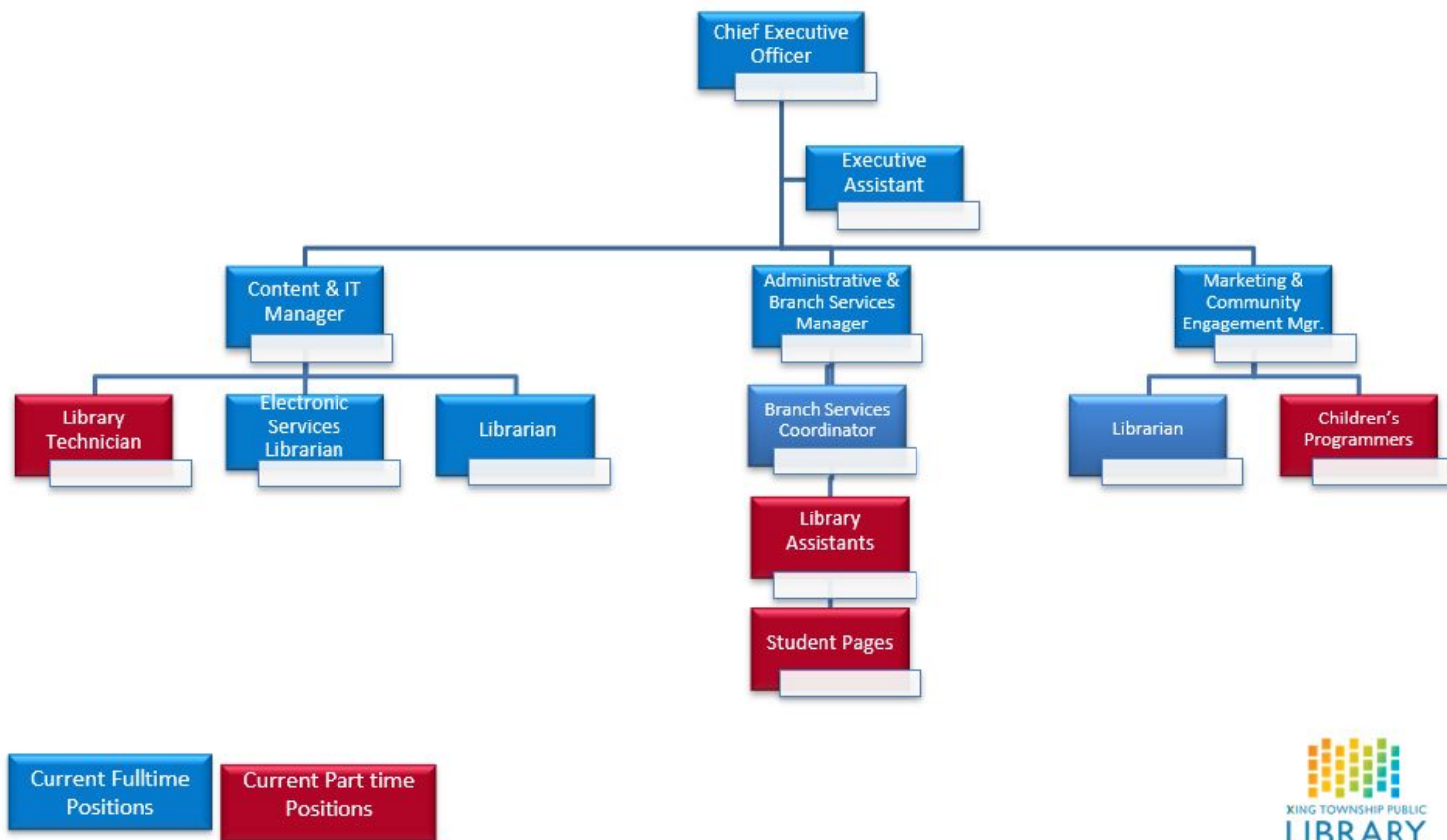
- New staff
- Branch wide services recognized
- More programs & services offered



Source: Okpalad, based on  
Tuckman and Jensen (1977)



# King Township Public Library 2019 Organizational Chart



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*All great changes are  
preceded by chaos.*

*Deepak Chopra*

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5.

LET COOL

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# What worked well...

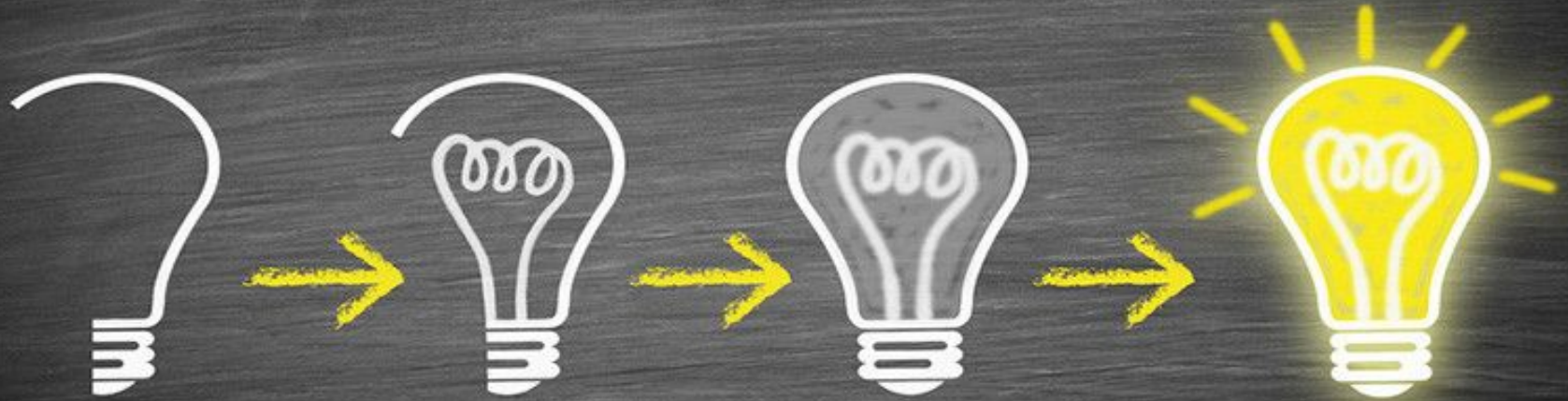


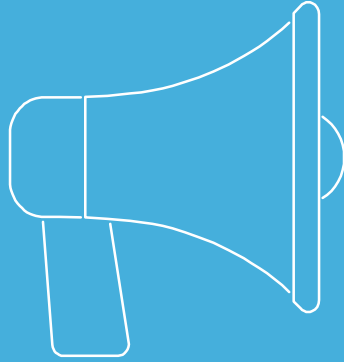
**and not so well.**





# What we now know!





# YOUR **TURN**



Q&A

# Pineapple Upside-Down Cake



Recipe courtesy of Trisha Yearwood

Show: Trisha's Southern Kitchen Episode: Gold Medal Meals



Level: Easy

Total: 1 hr 15 min

Active: 35 min

Yield: 6 servings

## Ingredients:

- 3 tablespoons butter
- 1/2 cup light brown sugar, packed
- 9 slices canned pineapple in juice, drained
- 5 maraschino cherries
- 1 1/2 cups sifted all-purpose flour
- 2 teaspoons baking powder
- 1/4 teaspoon salt
- 1/3 cup solid vegetable shortening
- 2/3 cup granulated sugar
- 1 large egg
- 3/4 teaspoon vanilla extract
- 2/3 cup milk

## Directions:

- 1 Preheat the oven to 350 degrees F.
- 2 Place the butter in an 8-by-8-by-2-inch square baking pan and set it over low heat to melt. When melted, sprinkle the brown sugar over the butter. Arrange the pineapple rings in a single layer on top of the sugar, making 3 rows. Cut the maraschino cherries in half, and place one half, cut-side up, in the center of each pineapple ring. Set the pan aside.
- 3 Sift the flour, baking powder and salt, then sift once more. Set aside. Using an electric mixer, mix together the shortening, granulated sugar, egg and vanilla. Blend in the flour mixture alternately with the milk, beginning and ending with flour. Stir only enough after each addition to combine.
- 4 Pour the batter carefully into the pineapple-lined baking pan and bake for 40 minutes. Test for doneness by inserting a toothpick in the center or pressing the cake lightly with a fingertip; if the impression springs back, the cake is done. Run a knife around the edges of the pan and place a serving dish on top. Invert the cake onto the serving dish. Leave the pan inverted over the cake for several moments to allow the syrup to soak into the cake.



"Georgia Cooking in an Oklahoma Kitchen" by Trisha Yearwood (c) Clarkson Potter 2008. Provided courtesy of Trisha Yearwood. All rights reserved.



# THANKS!

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## Any questions?

You can find us @KingLibraries & [kinglibrary.ca](http://kinglibrary.ca)